Sign-in and Password Management

eHIVQUAL

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- In response to a written invitation from the central office ("OMD"), each program should designate an eHIVQUAL administrative contact ("eHIVQUAL Coordinator") at the organizational/grantee level and provide any information necessary for OMD to update the program's profile in eHIVQUAL, including clinic and organizational name, site address and Ryan White funding status. These profiles cannot be modified directly by programs.

- The eHIVQUAL Coordinator must complete and return notarized user and organizational agreements. An "eHIVQUAL Director" (who can oversee the clinical validity of the data) and an "eHIVQUAL Organizational Security Coordinator" must also be designated and enrolled following the steps specified here for the eHIVQUAL Coordinator. (If qualified, one person may serve in more than one of these capacities.) Up to 4 additional non-administrative users may be enrolled in the same way.

- This eHIVQUAL Coordinator can then obtain a user name and password. In NYS, this entails:

  o In a written response to OMD, the Coordinator provides answers to five initial security questions and designates a one-hour time interval when he/she can be contacted by phone.

  o OMD contacts the Coordinator during the designated time and confirms this person's identity by asking the five security questions.

  o After reviewing the responsibilities of the role with the Coordinator and reviewing sites assigned to that person, OMD informs the Coordinator of his/her username and a temporary password.

- The eHIVQUAL Administrator will then be able to view and edit data for all sites within the organization. During the first year of use, no patient-level data from prior submissions will be available.

- When any user logs on for the first time, he/she must immediately select a new password (see password requirements at end of this document). At the same time, he/she must provide answers to 5 of 20 additional security questions that are thereafter used by the application for password management. (No two questions can have the same answer, and no answers can be left blank.)

- "Users" can view, enter and edit patient data for the site(s) they have been assigned. They can also change their own password anytime, but they cannot modify or delete the accounts of other staff.

- Administrative-level users (Coordinators, Directors and Security Coordinators) can edit or delete profiles for Users (within the same organization) as needed, but cannot view or change the User's password within the profile.

- Once passwords are provided to the eHIVQUAL Coordinator, it is this person's responsibility (in conjunction with the Security Coordinator in NYS) to maintain the integrity and confidentiality of patient information according to HIPAA and all other applicable regulations governing each organization. Passwords must be maintained in a secure manner. If needed, passwords can be reset:

    o If any user cannot remember his/her password or is barred from entry after 6 invalid entries, he/she can reset it directly, via the hyperlink on the sign-in page, after answering the 5 security questions he/she selected when choosing his/her pervious password. The new password cannot repeat any of the previous passwords for the account.

    o If a User cannot answer the security questions, he or she can petition his/her Coordinator to reset the User's password (or to delete and recreate the User's account).

    o If a Coordinator cannot answer the security questions, he or she must provide OMD with written authorization to have the password reset.

    o When a password is reset (to a randomly generated temporary password), the User/eHIVQUAL Administrator must login and change the password within the next 60 minutes.

Password Requirements

- At least 8 characters long; may be up to 100 characters long

- Must contain at least one number

- Cannot start with a number

- No single or double quotes

- No repeating of previously used passwords when resetting expired passwords